

June 30, 2020

BY ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888

RE: Docket 5022 - Suspension of Service Terminations and Certain Collections Activities
During the COVID-19 Emergency
Response to PUC's Weekly Data Request

Dear Ms. Massaro:

On behalf of National Grid, ¹ I have enclosed the Company's response to the PUC's Weekly Data Request in the above-referenced matter.

Thank you for your attention to this filing. If you have any questions, please contact me at 781-907-2121.

Sincerely,

Raquel J. Webster

Enclosure

cc: Docket 5022 Service List Jon Hagopian, Esq. John Bell, Division Linda George, Division

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 5022 COVID -19 Emergency Responses to Commission's Recurring Weekly Data Requests Issued June 4, 2020

PUC 1-1

Request:

Please provide the following information on a weekly basis for the period commencing March 2020 (Please provide in the format provided to the Massachusetts Department of Public Utilities – referenced in Cargill Hearing Officer Memorandum dated April 9, 2020).

- Total Number of Customers
- Revenues (\$)
- Sales (kWh Electric/Therms Gas)
- Age Arrearages/Unpaid Bills
 - o Arrears 30 Days 60 Days
 - o Arrears 60 Days 90 Days
 - o Arrears 90 Days >
- Number of Customers Eligible for Termination of Service (Shut-Off) Unpaid Bill
- Number of Customers on Arrearage Management Plan
- Number of Customers on Payment Plan
- Uncollected Accounts/Arrearages
- Sort by Rate Class:
 - o Residential
 - o Residential Low-Income
 - o Small Commercial and Industrial ("C&I")
 - o Medium C&I
 - o Large C&I
- Historic Comparisons -12 Months' Historic Data
 - Variance in dollars
 - Variance percentage

Response:

Per the PUC's request, the Company is providing a PDF version of Attachment PUC 1-1. The Company has also provided the Excel document attached as Attachment PUC 1-1.

Company: Narragansett Electric Company (Electric Business)

ELECTRIC

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6/27/2020

	:	2019	2020	2019 / 2020 Variance (Percent Change)	2019 / 2020 Variance (Amount Change)
# of Customers	Mar Apr May Jun July Aug	Sep Oct Nov Dec Jan Feb	Mar Apr May 6/27/2020 Jul Aug Sep	Mar Apr May Jun Jul Aug Sep	Mar Apr May Jun Jul Aug Sep
Residential Low Income Residential	402,439 402,660 402,339 402,127 402,402 402,537 - 33,730 33,723 33,714 33,684 33,697 33,700	402,999 403,444 404,678 405,006 405,988 405,644 33,713 + 33,759 33,874 33,949 33,948 33,941 51,491 51,581 51,829 52,070 52,138 52,326	407,456 408,445 408,144 408,367	1.2% 1.4% 1.5% 1.	5,017 5,785 5,835 529 529 529 529 529 529 529 529 529 52
Small C&I		51,491 51,581 51,829 52,070 52,138 52,326	52,454 52,639 52,655 52,675 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7		1.482 1.23 1.23 1.18 1.18
Large C&I	1.042 1.043 1.044 1.045	7 1,049 1,049 1,050 1,052 1,052 1,052 1,052 2,053 4, 497,373 497,579 499,574 501,239 501,271 502,185	1,054 1,056 1,055 1,055 1	1.2% 1.2% 1.1% 1.1% 1.4% 1.6%	12 1 13 1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1
		4 437,373 437,333 437,333 301,233 301,237 302,103	303,133 304,535 304,250 304,475	1.4% 1.6% 1.6%	
Residential Low Income Residential	61,152 65,215 61,544 60,130 65,491 67,412 13,608 13,007 13,608 13,421 13,647	2 <u>71,579 72,123 79,745 75,462 73,196 78,962</u>	82,598 85,457 80,380 82,261 15,198 15,053 14,160 14,150 1 1 1 1 1 1 1 1 1	35.1%	21,446
Small C&I Medium C&I	$-\frac{7,753}{1,046}$ $-\frac{9,118}{1,307}$ $-\frac{9,642}{1,299}$ $-\frac{7,240}{958}$ $-\frac{9,665}{1,257}$ $-\frac{7,968}{1,047}$	$\frac{3}{7} + -\frac{9,866}{1,239} + -\frac{7,965}{1,038} + -\frac{9,951}{1,301}\frac{9,516}{1,342}\frac{9,447}{1,202}\frac{9,022}{1,179}$	$-\frac{11,923}{1,573}$ $-\frac{11,724}{1,867}$ $-\frac{10,277}{1,416}$ $-\frac{9,918}{1,344}$ $-\frac{9,918}{1,344}$	$-\frac{53.8\%}{50.4\%}$ $-\frac{28.6\%}{42.8\%}$ $-\frac{6.6\%}{9.0\%}$ $-\frac{1}{9.0\%}$ $-\frac{1}{9.0\%}$ $-\frac{1}{9.0\%}$	$\frac{1}{4} - \frac{4,170}{527} - \frac{2,606}{560} - \frac{635}{117} - \frac{1}{117} - \frac{1}{117$
Large C&I	84 117 131 96 140 100 100 100 100 100 100 100 100 100	1	111.427 114.256 106.369 107.803		7 51 38 5
# Arrears 30-60		1 - 30 728 + - 36 704 + - 38 115 + - 32 278 + - 30 827 - 37 878			5 469 (1 200) (2 075)
Low Income Residential	3,095 3,303 3,064 2,994 3,580 3,803) 39,238 36,004 38,115 33,378 29,837 37,829 8 4,273 3,740 3,554 3,381 3,047 3,355 2 6,077 4,069 6,028 5,526 5,102 5,143	2,944		(151) (565) (696) (771) (772) (773)
Low Income Residential Small C&I Medium C&I Large C&I Total # Arrears 60-90	629 909 881 574 862 650	3,142 3,143	1,082 1,028 655 687	72.0% 13.1% - 25.7%	453 - 119 (226)
Large C&I	57 88 99 65 114 72 38,630 43,505 39,505 35,500 45,697 45,697 45,317	93 74 75 117 78 72 7 50,511 44,524 48,617 43,305 38,792 47,188	- 107 104 88 83 - 83 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 -	- 87.7%	5016(11)
Residential		12,994 16,004 16,275 14,504 14,302 13,253	17,333 18,176 14,690 12,179 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		6,130 6,067 2,158 7
Low Income Residential Small C&I		$\frac{3}{5} - \frac{1,908}{1,745} - \frac{2,460}{1,752} - \frac{2,327}{1,693} - \frac{2,123}{1,755} - \frac{2,026}{1,933} - \frac{1,939}{1,552}$	$ \frac{2,153}{2,196} \frac{1,818}{3,173} - \frac{1,606}{1,787} - \frac{1,414}{1,334}$	$-\frac{14.0\%}{25.3\%}$ $-\frac{-4.2\%}{96.6\%}$ $-\frac{-11.8\%}{-8.9\%}$ $-\frac{-11.8\%}{-8.9\%}$	$\frac{1}{4} - \frac{265}{443} - \frac{(80)}{1,559} - \frac{(215)}{(174)}$
Low Income Residential Small Call Medium C&l Large C&l Total # Arrears 90>	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	12,994 16,004 16,275 14,504 14,302 13,253 1,908 1,755 1,933 1,555 1,755 1,933 1,555 1,933 1,555 1,755 1,933 1,555 1,933 1,555 1,755 1,933 1,555 1,755 1,933 1,555 1,755 1,933 1,555 1,755 1,933 1,755 1,933 1,755 1,933 1,755 1,933 1,755			$\begin{bmatrix} 26 \\ 1 \end{bmatrix} = \begin{bmatrix} 279 \\ 18 \end{bmatrix} = \begin{bmatrix} 41 \\ 12 \end{bmatrix} = \begin{bmatrix} -1 \\ -1 \end{bmatrix} = $
Total # Arrears 90>	15,100 15,849 16,572 15,016 13,352 15,152	2		45.5%	- 6,865 - 7,843 - 1,822
Residential	19,416 19,623 19,427 20,354 20,256 19,361	1 19,347 20,115 25,355 27,580 29,057 27,880	29,264 35,087 39,180 39,067	50.7% 78.8% 101.7%	9,848 15,464 19,753 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Small C&I		$3 + \frac{0.264}{2.044} + \frac{0.487}{2.144} + \frac{3.324}{2.230} + \frac{10.020}{2.235} + \frac{10.00}{2.412} + \frac{3.363}{2.325} + \frac{3.363}{2.235} + 3.3$	- 10,101 - 10,101 - 10,100	17.1%	
Low Income Residential Small C&I Medium C&I Large C&I Total	12 15 20 17 16 15	5 18 13 13 14 12 15	12 19 24 28		951 1,799 2,823 48 162 302 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Total \$ Arrears 30-60	29,913 30,310 29,749 31,016 30,925 29,709	9 29,862 30,936 37,345 40,072 42,202 40,401	42,236 49,530 54,492 54,036	41.2% 63.4% 83.2%	12,323 19,220 24,743
\$ Arrears 30-60 Residential Low Income Residential	\$8,438,345 \$8,657,784 \$6,848,514 \$5,808,898 \$7,096,342 \$9,466,796 \$1,724,403 \$1,668,605 \$1,339,642 \$1,139,013 \$1,278,865 \$1,520,501	3	\$10,425,564 \ \$10,149,610 \ \ \\$9,310,253 \ \ \\$1,620,197 \ \ \\$1,63,095 \ \ \\$1,343,069 \ \ \\$1,343,069 \ \ \\$1,000,000 \ \ \\$1,000 \ \\$1,000 \ \\$1,000 \ \\$1,000 \ \ \\$1,000	23.5% 1 17.2% 35.9% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	\$1,987,219
Small C&I Medium C&I	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	\$529,197 827,952 304,480
Low Income Residential Small C&I Medium C&I Large C&I Total Sarrears 60-90 Residential	\$1,765,305 \$2,086,877 \$1,421,078 \$1,217,107 \$1,785,934 \$933,926 \$15,458,861 \$16,320,880 \$12,613,081 \$10,592,700 \$13,619,928 \$14,962,791	5	\$2,311,369		\$546,064 123,617 476,263
\$ Arrears 60-90	0.2 002 201	22,730,956	- CC 260 EEO CC 690 935 CC 293 219 CC 906 190		2326 150 2406 410 2404 06
Low Income Residential	\$1,374,327 \$1,377,654 \$1,251,581 \$1,018,769 \$857,421 \$892,260	34,353,381 34,751,550 34,405,100 34,595,105 34,501,504 34,405,100 34,595,105 31,085,119 \$1,376,427 \$1,277,240 \$1,177,433 \$1,245,935 \$1,347,464	\$1,538,095 \$1,360,415 \$1,229,740 \$1,157,721 T	59.5% 59.7% 60.3% T	\$2,386,159
Medium C&I	\$521,955 \$516,800 \$544,826 \$460,990 \$383,267 \$433,943 \$403,232 \$480,764 \$469,207 \$345,141 \$358,638 \$386,214	3 \$498,413 \$600,603 \$597,863 \$513,705 \$558,307 \$577,608 \$421,878 \$415,520 \$414,927	\$844,165 \$1,212,397 \$1,237,416 \$9933,410	61.7% 134.6% 127.1% _ _ _	\$322,210 695,597 692,590
Low Income Residential Small C&I Medium C&I Large C&I Total Sargass 90>	\$363,949 \$346,647 \$250,697 \$217,165 \$179,010 \$213,703 \$6,646,855 \$6,906,289 \$6,504,626 \$5,257,989 \$4,439,519 \$4,855,994	3 \$178,120 \$214,896 \$144,897 \$170,691 \$531,332 \$136,972 1 \$5,805,331 \$7,451,947 \$7,281,316 \$6,585,671 \$7,230,193 \$7,476,134	\$508,966 \$560,196 \$505,775 \$356,984 \$9,909,767 \$11,001,067 \$10,516,153 \$9,442,116 \$\$	- 60.9% - 146.9% - 145.2% +	\$145,017
\$ Arrears 90> Residential	\$11,527,224 \$12,036,319 \$12,083,069 \$12,527,165 \$12,503,281 \$12,290,720) \$12,356,057 \$12,847,938 \$15,321,242 \$16,611,302 \$18,122,115 \$18,638,211	\$20,036,874 \$23,317,811 \$26,153,505 \$27,606,534	73.8% 93.7% 116.4%	\$3,262,913 \$4,094,778 \$4,011,527 \$ \$8,509,650 \$11,281,492 \$14,070,436 \$ \$2,526,868 \$2,806,376 \$3,200,133 \$ \$515,305 \$1,021,023 \$1,635,409 \$ \$121,586 \$569,059 \$1,184,728 \$ \$12,498 \$14,119 \$34,771 \$ \$11,685,906 \$15,663,831 \$20,125,478 \$
Low Income Residential Small C&I	\$7,747,249 \$7,799,308 \$7,714,794 \$7,896,957 \$7,875,151 \$7,819,372 \$7,979,966 \$1,032,111 \$1,064,351 \$1,024,510 \$51,024,622 \$998,125	2 \$7,875,741 \$8,048,384 \$8,829,441 \$9,191,522 \$9,683,333 \$9,572,895 5 \$989,000 \$1,047,932 \$1,153,643 \$1,246,423 \$1,295,388 \$1,306,094	\$9,974,117 \$10,605,684 \$10,914,927 \$11,134,624 \$15,495,271 \$2,053,134 \$2,699,760 \$3,040,236 \$1 \$1,495,271 \$1,495,271 \$1,495,275 \$1,4	— — 53.5% — — 98.9% — — 153.7% — — — — — — — — — — — — — — — — — —	\$2,526,868
Medium C&I	\$363,633 \$313,515 \$309,730 \$306,969 \$336,055 \$328,354	\$392,470 \$363,728 \$431,711 \$434,889 \$444,664 \$428,783 \$770,757 \$774,485 \$216,615 \$249,689 \$173,240 \$148,714	\$485,219 \$882,574 \$1,494,458 \$1,757,125	33.4% 181.5% 382.5%	\$121,586 569,059 1,184,728
Total	\$20,481,763 \$21,370,111 \$21,424,937 \$21,943,480 \$21,976,728 \$21,752,056	5 \$21,884,025 \$22,582,467 \$25,952,652 \$27,733,825 \$29,718,740 \$30,094,697	\$32,167,669 \$37,033,942 \$41,550,415 \$43,940,975	57.1% 73.3% 93.9%	\$11,685,906 \$15,663,831 \$20,125,478
Low Income Residential Small C&I Medium C&I Large C&I Total Stotal Arrears Residential	\$23,948,960 \$24,878,528 \$22,919,896 \$21,551,987 \$22,260,806 \$24,687,390) \$26,974,257 \$27,019,706 \$28,393,160 \$28,669,787 \$30,785,289 \$34,386,707	\$36,831,989 \$40,148,256 \$41,856,476 4306540200%	53.8% 61.4% 82.6%	\$12,883,029
Low Income Residential Small C&I Medium C&I Large C&I Total	\$10,345,980 \$10,845,387 \$10,308,010 \$10,034,739 \$10,011,438 \$10,232,133 \$3,068,732 \$3,255,663 \$3,048,448 \$2,570,468 \$2,922,503 \$2,905,936	3 \ \frac{51,021,043,770}{5} \ \frac{511,021,045}{5} \ \frac{511,467,833}{5} \ \frac{511,790,932}{5} \ \frac{512,445,824}{5} \ \frac{512,746,327}{5} \ \frac{53,287,017}{5} \ \frac{53,143,218}{5} \ \frac{53,295,758}{5} \ \frac{53,217,827}{5} \ \frac{53,390,223}{53,611,153} \ \frac{511,021,045}{5} \ \frac{511,021,045}{5} \ \frac{511,021,045}{5} \ \frac{511,021,045}{5} \ \frac{511,045,832}{5} \ \frac{511,045,832}{5} \ \frac{53,217,827}{5} \ \frac{53,390,223}{5} \ \frac{53,611,153}{5} \ \frac{511,045,832}{5} \ \frack{511,045,832}{5} \ \frac{511,045,832}{5} \ \frack{511,045,832}{5	513,132,409	- 24.5% - 25.8% - 30.9%	\$1,366,711 2,544,573 2,632,480
Large C&I	\$2,730,862 \$2,995,141 \$2,343,514 \$1,994,825 \$2,638,865 \$2,282,767 \$2,292,945 \$2,622,382 \$1,924,770 \$1,622,151 \$2,202,563 \$1,463,115	5	\$3,551,654 \$5,599,624 \$4,976,113 473533500% \$2,996,523 \$2,945,429 \$2,690,881 \$2,26444900% \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1	44.5% 78.2% 86.4% T T T T T T T T T T T T T T T T T T T	\$703,579 323,047 766,111 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Total Billed Sales kWh or therms	\$42,587,479 \$44,597,280 \$40,542,643 \$37,794,170 \$40,036,174 \$41,571,341	1 \$46,421,441 \$44,880,109 \$47,837,158 \$48,958,382 \$51,936,611 \$55,323,642	\$60,948,018 \$67,922,740 \$68,692,135 \$69,664,551	43.1% 52.3% 69.4%	\$18,360,540 \$23,325,460 \$28,149,492
Residential Low Income Residential	219,736,184 183,753,979 185,764,185 191,785,656 270,542,849 344,045,731 18,355,960 15,649,880 15,401,111 15,247,635 20,211,493 22,407,523	l <u>261,815,047 185,762,701 176,457,939 218,680,024 262,620,380 206,990,343</u> 3 <u>18,833,878 133,64,421 13,701,980 17,303,240 19,548,134 1</u> 16,158,060	202,833,419 S205,593,448 201,016,204 N/A S16,532,919 S16,772,046 16,426,723 N/A S16,532,919 S16,772,046 16,426,723 N/A S16,532,919 S16,772,046 S16,426,723 N/A S16,532,919 S16,772,046 S16,426,723 N/A S16,532,919 S16,772,046 S16,532,919	-7.7% 11.9% 8.2%	(16,902,765) ¹ \$21,839,469 ¹ \$15,252,019 ¹
Small C&I Medium C&I	56,132,33352,774,35150,210,60452,858,66058,577,15268,071,301	L 59,479,002 50,199,478 45,663,614 52,483,273 61,534,981 53,902,635 115,103,865 99,469,750 90,847,607 100,320,108 114,468,573 98,574,412	55,649,222 \$50,309,117 47,525,067 N/A + +	$\frac{-0.9\%}{-3.3\%}$ $\frac{-4.7\%}{-4.6\%}$ $\frac{-5.3\%}{-18.2\%}$ $$ $$ $$ $$ $$	(483,111) (\$2,465,234) (\$2,685,537) (3,291,127) (\$4,399,795) (\$17,934,586)
Large C&I	192,559,340 201,664,053 179,583,426 185,513,622 213,577,059 232,777,993 587,958,510 548,510,436 529,748,182 544,647,173 677,994,792 802,452,58	3 206,704,558 183,051,609 187,136,490 189,712,167 87,811,988 207,125,038 3 661,936,350 532,347,959 513,807,630 578,498,812 545,984,056 582,750,488			(3,29,127) [\$4,392,795] [\$17,934,586] 8,306,189 [\$7,125,606] \$3,965,355! 114,193,255] \$6,971,000] [\$377,134]
Billed Total Revenue \$ Residential				8.1% 21.0% 18.0%	\$3,573,735 \$7,981,843 \$6,888,639
Low Income Residential	\$3,187,134 \$2,762,205 \$2,625,359 \$2,541,588 \$3,401,152 \$3,867,696	5 \$3,181,668 \$3,012,557 \$2,819,369 \$3,579,087 \$3,927,040 \$3,060,085	\$47,948,183 \$46,054,789 \$45,133,090 \$40,049,667 T T \$2,983,591 \$5,2843,117 \$25,685,953 \$7,52,19,980 T T \$30,603,918 \$9,293,582 \$82,083,991 \$7,561,905 \$1 \$15,505,898 \$147,747,466 \$13,917,339 \$15,7505,988 \$18,727,205 \$19,983,752 \$18,310,514 \$18,741,727 \$15,505,898 \$18,741,727 \$18,741,741,741,741,741,741,741,741,741,741	- 6.4% 2.6% 2.3%	\$203,543) \$71,911 \$60,595 [\$1,630]1 (\$83,570)1 (\$690,105)1
Small C&I Medium C&I	\$18,614,726 \$16,886,605 \$16,085,408 \$15,733,170 \$21,967,359 \$18,540,175	5 \$18,302,020 \$17,012,211 \$13,289,222 \$16,360,560 \$19,931,450 \$16,850,376	\$16,804,217 \$15,505,898 \$14,747,466 \$13,917,339 +	-9.7% -8.2% -8.3%	(\$1,810,510) (\$1,380,707) (\$1,337,942)
Total	\$99,681,302 \$89,199,355 \$86,063,015 \$83,946,667 \$114,552,091 \$121,612,986	5 \$105,316,892 \$98,472,874 \$79,240,901 \$101,649,865 \$120,867,317 \$94,685,630	\$96,612,113 \$93,671,813 \$89,085,415 \$82,590,618 \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	-20.28 - 9.68 - 9.48 - T T T T T T T T T T T T T T T T T T	[\$1,810,510] [\$1,380,707] [\$1,337,942] [\$2,406,27,241] [\$2,117,019] [\$1,898,786] [\$3,069,189] \$4,472,453 \$3,022,400
Supplier Receivables Purchased (for EDCs)(1) Residential	''''	<u> </u>	1	' ' '	44
Low Income Residential Small C&I Medium C&I	1				<u> </u>
Large C&I	<u> </u>	<u> </u>			
Total Total Revenue Billed \$ (Line 11 + Line 12)					dooocoocoocoocoocooco
Residential Low Income Residential	\$44,374,447 \$38,072,946 \$38,244,452 \$37,884,922 \$56,242,793 \$54,381,175 \$3,187,134 \$2,762,205 \$2,625,359 \$2,541,588 \$3,401,152 \$3.867,696	5 \$51,366,367 \$45,547,435 \$37,510,374 \$50,633,626 \$60,967,496 \$45,116,266 5 \$3,181,668 \$3,012,557 \$2,819,369 \$3,579,087 \$3,927,040 \$3,060,085	\$47,948,183	8.1% 21.0% 18.0%	\$3,573,735
Small C&I Medium C&I	\$10,605,549 \$9,376,828 \$8,898,497 \$8,692,860 \$10,834,756 \$11,716,207 \$18,614,726 \$16,886,605 \$16,085,408 \$15,733,170 \$21,967,359 \$18,540,175	7 \$10,466,146 \$9,951,258 \$8,285,225 \$10,537,433 \$12,399,889 \$10,285,813 5 \$18,302,020 \$17,012,211 \$13,289,222 \$16,360,560 \$19,931,450 \$16,850,376	\$10,603,918	$\left \frac{0.0\%}{-9.7\%} \right \frac{-0.9\%}{-8.2\%} \left \frac{-7.8\%}{-8.3\%} \right $	(\$1,630) (83,570) (690,105) (51,810,510) (1,380,707) (1,337,942)
Large C&I Total \$ Revenue (Payments) Received (2)	\$22,899,446 \$22,100,771 \$20,209,300 \$19,094,127 \$22,106,031 \$23,107,732 \$99,681,302	2 \$22,000,691 \$22,949,414 \$17,336,710 \$20,539,158 \$23,641,442 \$19,373,090 6 \$105,316,892 \$98,472,874 \$79,240,901 \$101,649,865 \$120,867,317 \$94,685,630	\$18,272,205 \$19,983,752 \$18,310,514 \$18,741,727	20.2% 9.6% 9.4%	(\$4,627,241) (2,117,019) (1,898,786)
\$ Revenue (Payments) Received (2)	\$47.674.626 \$43.071.577 \$40.942.951 \$25.102.907 \$42.502.046 \$52.256.124	1 C56 970 494 C40 996 841 C27 725 673 C44 101 852 C52 171 124 C48 303 049	CAR RAIS 705 CA2 R03 673 CA2 574 A02 CA2 874 7 877	2.5% - 0.4% - 4.1% - 13.9% - 12.7% - 18.2% - 1	
Residential Low Income Residential	\$2,760,078 \$2,714,381 \$2,925,580 \$2,290,567 \$2,534,082 \$2,907,431	\$2,876,292 \$2,718,307 \$2,019,485 \$2,239,311 \$2,814,782 \$2,844,296	\$2,376,054 \$2,370,740 \$2,394,500 \$2,140,125	-13.9% -12.7% -18.2% -1.0	\$1,170,569 (167,955) 1,680,641 (538,024) (543,540) (531,080) (51,527,746) (1,836,725), (1,265,243) (51,331,457) (3,565,336) (2,370,619) (51,678,836) (3,751,884) (3,322,034)
Low Income Residential Small C&I Medium C&I Large C&I	\$11,432,787 \$10,087,619 \$9,922,478 \$7,924,491 \$9,040,374 \$11,218,486 \$18,080,241 \$16,624,358 \$17,767,421 \$14,074,902 \$15,420,500 \$18,308,655	310,270,329 310,377,447 37,908,499 35,099,145 311,130,739 310,244,436 3 \$16,519,528 \$17,413,227 \$13,080,666 \$14,628,612 \$17,937,039 \$16,502,165	\$15,7905,041	- 13.4% - 18.2% - 12.8%	(\$1,527,740) (1,850,725) (1,205,243) (\$1,331,457) (3,696,336) (2,370,619)
Total Total	\$20,934,091 \$19,410,992 \$22,608,643 \$17,377,232 \$19,599,598 \$23,879,972 \$100,881,833 \$92,808,926 \$94,067,973 \$76,860,960 \$90,097,502 \$114,570,681	2 \$19,156,702 \$21,628,899 \$18,542,621 \$18,344,493 \$21,057,974 \$19,740,122 1 \$105,699,546 \$102,334,721 \$79,346,940 \$88,413,412 \$105,117,689 \$97,634,130	\$19,260,256 \$15,659,908 \$19,286,609 \$15,294,401 \$97,135,340 \$83,013,186 \$88,259,638 \$75,932,975	7.48 - 22.28 - 13.38 +	[\$3,746,494] (\$9,795,740] (\$5,808,335)
Total # Revenue (Payments) Received Residential Low Income Residential	338,578 339,770 350,659 317,451 367,116 356,160	\$\frac{55,870,494}{549,968,41} \begin{array}{c ccccccccccccccccccccccccccccccccccc	386,604 365,693 362,109 350,742		
Low Income Residential Small C&I Medium C&I Large C&I Total	27,240	28,707 31,522 26,474 28,722 30,944 31,322 44,809 54,256 46,108 49,682 64,890 51,917	29,995 28,991 28,895 27,256 27	14.2% 7.6% 3.3% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	48,026 25,923 11,450
Medium C&I Large C&I	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	7.2% 1 13% 2 33% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	512 (975) (309) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Total Difference Between Billed and Received Revenu				12.5% 6.1% 1.9%	53,150 - 25,742 - 8,275
Residential Low Income Residential	(\$3,300,189) (\$5,898,632) (\$2,599,399) \$2,691,115 (\$12,739,846 \$6,125,042) \$427,056 \$47,825 (\$3,00,271) \$251,021 \$862,070 \$060,265	2 (\$5,504,127) (\$4,449,406) (\$225,299) \$6,531,774 \$8,796,362 (\$3,186,78: 5 \$305,376 \$294,249 \$799,884 \$1,339,776 \$1,112,259 \$215,789	477,109 450,820 451,466 455,565 457,613 51,791,795 450,7536 5439,744 5284,253 51,791,795 4568,877 51,355,877 5446,573) 5207,741 555,433 53,096,649 6549,323 51,209,261 7 6549,323 6549,	- 72.8% - 126.8% - 200.9%	\$3,150
Small C&I Medium C&I	(\$827,238) (\$710,791) (\$1,023,981) \$768,409 \$1,794,382 \$497,721	1 \$189,617 (\$626,189) \$316,731 \$1,438,289 \$1,263,129 \$41,315	\$698,877 \$1,355,877 (\$446,573) \$207,741 \$255,433 \$3,096,649 (\$649,323) \$1,100,026	-184.5% -290.8% -56.4%	\$1,526,116 2,066,668 577,408 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Large C&I	\$1,965,354 \$2,689,779 (\$2,399,343) \$1,716,894 \$2,506,433 (\$772,24(\$1,300,523) \$2,600,572 (\$2,000,572) \$2,000,572 (\$2,000,572)	3348.21 (\$1,20,515) (\$1,205,911) (\$2,2194,665) (\$2,583,467) (\$367,032) (\$2,2194,665) (\$2,583,467) (\$367,032)	(\$988,051) (\$988,051) (\$3,374,281 (\$1,015,611) (\$3,447,326) (\$1,015,611) (\$3,447,326) (\$1,015,611) (\$3,447,326) (\$1,015,611) (\$1,015	42.3% 819.5% -194.7% -184.5% -290.8% -56.4% - 1 -89.6% -1080.8% -61.4% - 1 -150.3% -25.4% -57.7% - 1 -56.4% -372.8% -109.9%	(\$2,953,405)
Customers on Arrearage Mgmt/Forgiveness Plan	(AMP	(\$2,948,500) \$2,948,500 \$15,749,628 \$15,749,628 \$2,948,500	7 (20,007) 7,000,001 7,737,003 7,003,003	-56.4% -372.8% -109.9% -41.3% -41.5% -48.3%	41
Low Income Residential		$\begin{array}{cccccccccccccccccccccccccccccccccccc$	247 251 230 206	33.0% <u>22.1%</u> 6.6%	
Small C&I	J			0.0%,0.0%,0.0%,	1 0

Medium C&I	1	1	1	1	1	1		1	1	1	1	1	1	I.		1	1	1	1	0.0%	0.0%	i	<u></u>		1	I	0 1	0 1	0 1 1	1 1	
Large C&I	1	!-	:-			*			*	!		!				CTDIC	-			0.0%	0.0%	6 - 0.	0%			1	0				:
Total	1,625	1,745	2,077	2,235	2,294	2,396	2,405	+ 2,371	2,252	2,083	1,969	1,864	1,848	1,858	⊢ ⊨ ≒ ,,,,,,,	₩ + I -\ 1,624	<u> </u>	+	1	13.7%	6.59	6 -15.	<u> </u>	+	. +	<u>2</u>	23	113	(322)		. – – - 1
Customers Disconnected for Non-Payment	77-					T		T	7	1	1 — — —	. – – –				T	T	T						r	T	1					
Residential	1	184	838	1,119	714	1,174	1,230	666	1	1		6	- 6				T			0.0%	-100.0%	-100.	0%			T	6	(184)	(838)		
Low Income Residential	7	25	274	349	205	344	244	196				2	1							0.0%	-100.0%	-100.	0%			1	1	(25)	(274)		
Small C&I	20	47	25	36	23	29	29	14	48	28	18	15	4				+	+		-80.0%	-100.0%	-100.	<u> </u>			1	(16)	(47)	(25)		
Medium C&I		5	<u> </u>	4	4	₄ Y		T = 5	Υ — — ₂ —	1 2	$1 \frac{1}{1}$	1 2	3		г – – –	r	т – – –	т – – – -	7	200.0%	-100.0%	-100.	<u></u>	r – – –	· т – – –	T	2	(5)	(3)		. – – – 1
Large C&I] [] [] [:			Ï	i	j	ı				ΪΞΞΞ]	0.0%	0.0%	6 0.	<u> </u>	I I I I		1555	0	0			
Total	21	261	1,140	1,508	946	1,551	1,505	881	51	31	19	25	14	0	0					-33.3%	-100.09	-100.	0%			I = I	(7)	(261)	(1,140)		
Customers on Payment Plans	Ĭ	i i						I			·	I	l													1 = = =					
Residential	8,238	8,796	9,709	10,119	9,713	9,547	9,925	10,231	9,675	9,309	8,841	9,042	8,200	5,622	4,731	5,091		<u> </u>	!	-0.5%	-36.1%	-51.	3%	<u> </u>	. !	1	(38)	3,174)	(4,978)	' '_	
Low Income Residential	2,648	2,746	3,427	3,747	3,538	3,555	3,614	3,693	3,385	3,100	2,663	2,386	2,134	1,657	1,601	1,721	1	1	J	-19.4%	-39.7%	-53.	3%	L		(514) (:	1,089)	(1,826)	L L	
Small C&I	136	162	182	176	171	172	145	158	188	187	201		148	106	169	247	+	+	4	8.8%	-34.6%	<u> -7.</u>	^{1%}	+	. +	4	12	(56)	(13)	!	
Medium C&I	27	30	35	41	37	34	22	24	26	29	33_	28	18	17	41	45	<u> </u>	, – – – -		-33.3%	-43.3%	<u>1</u> 7.	1%	·	. 🚣 🗕 🗕 🗕	1	(9)	(13)	6	' '_	
Large C&I	3	3	3	3	1	1	1	1_	<u> </u>	!	!	'	I — — — —					<u> </u>	<u>'</u>	-100.0%	-66.7%	-66.	7%	<u> </u>		4	(3)	(2)	(<u>2)</u>	' '	
Total	11,052	11,737	13,356	14,086	13,460	13,309	13,707	14,107	13,274	12,625	11,738	11,635	10,500	7,403	6,543	7,10	5	1	1	-5.0%	-36.9	% -51	.0%			(!	552) (4	4,334)	(6,813)		
Current A/R	1					+		+	+	4 — — — -	4	I — — — —				+	+	+					_	+	. +	4			!!	! }-	
Residential	\$30,955,905 \$	2 <u>5,</u> 60 <u>8,</u> 88 <u>2</u> \$	24,214,210	\$28,050,501	\$35,332,0 <u>63</u>	\$43,437,885	\$36, <u>53</u> 5, <u>95</u> 7	\$28,964,608	\$28 <u>,8</u> 44 <u>,2</u> 86	\$35,487,362	\$40,109,691	\$35,265,331	\$31,722,305	\$30,721,872	\$30,670,306	\$30,343,883		-		2.5%	20.0%	<u>26</u> .	7%		. ∔ — — —	\$766,3	99 5,112	2,990 6,4	56,096		
Low Income Residential	- \$2,57.0,520	\$2,146,608	\$1,973,847	\$2,095,656	\$2,344,416	\$3,020,792	\$2,653,930	\$2,248,411	\$2,269,251	\$2,737,027	\$3,088,911	\$ <u>2,</u> 47 <u>9,</u> 57 <u>2</u>	\$2,232,924	\$2,227,272	\$2,105,180	\$1,948,791		<u> </u>	_'	-13.3%	3.8%	6.	7%	<u> </u>	. <u>-</u> -	(\$343,4	104) 8	30,664	131,333	' '_	
Small C&I	\$7 <u>,431,596</u>	\$6,556,675	\$5,872,706	\$6,449,981	\$7,156,249	\$7,897,689	\$7,528,843	\$6,451,059	\$6 <u>,3</u> 42 <u>,6</u> 39	\$7 <u>,6</u> 71 <u>,3</u> 36	\$8,364,728	\$ <u>7,</u> 83 <u>1,</u> 699	\$7,211,184	\$6,907,526	\$5,864,376	\$5,949,302	1	ـ ـ ـ ـ ـ ـ	J	-3.0%	5.4%	<u>-0.</u>	1%	L	. 4	(\$220,4	113)35	0,851	(<u>8,</u> 33 <u>0</u>)	L L	
Medium C&I	\$12,767,530 \$	1 <u>1,</u> 64 <u>1,</u> 17 <u>4</u> \$	10,810,664	\$11,347,866	\$12,0 <u>30</u> ,7 <u>58</u>	\$12,527,810	\$12,330,254	\$11,208,640	\$10,567,197	\$12,431,401	\$13,672,164	\$12,927,091	\$11,710,033	\$12,099,491	\$10,666,033	\$11,148,120	+	+	4	8.3%	3.9%	<u> -1.</u>	^{3%}	+	. +	(\$1,057,4	197) 45	8,317 (144,631)		
Large C&I	\$15,252,895 \$	1 <u>4,</u> 59 <u>8,</u> 45 <u>3</u>	512,564,331	514,148,291	\$ <u>13,826,719</u>	\$ <u>1</u> 4,6 <u>4</u> 6, <u>13</u> 1	\$15, <u>66</u> 3, <u>74</u> 9	\$14, <u>326,614</u>	\$13,951,053	\$14 <u>,2</u> 33 <u>,7</u> 65	\$14,61 <u>7,</u> 62 <u>1</u>	\$1 <u>5,</u> 23 <u>8,</u> 56 <u>0</u>	\$12,527,458	\$15,138,288	\$ <u>13,497,589</u>	\$15,202,310				17.9%	3.7%	<u> 7</u> .	1 %			<u>(\$2,725,4</u>	137 <u>)</u> 53	19,835	93 <u>3,</u> 25 <u>8</u>		
Total				\$62,092,294		\$ <u>8</u> 1,5 <u>3</u> 0, <u>30</u> 7	<u>\$74,712,73</u> 2	\$63, <u>199,3</u> 32	\$61 <u>,9</u> 74 <u>,4</u> 25	\$72 <u>,5</u> 60 <u>,8</u> 92	\$79 <u>,</u> 853 <u>,</u> 115	\$7 <u>3,</u> 74 <u>2,</u> 25 <u>3</u>	\$65,403,904	\$ <u>67</u> ,0 <u>94</u> ,4 <u>49</u>	\$ <u>62,803,484</u>	\$64,592,406	·	<u></u>		<u>-5.2%</u>	10.89	<u> </u>	4%	<u> </u>	. <u>.</u>	<u>(</u> \$3 <u>,5</u> 80,3	351 <u>)</u> \$6,54	12,658 \$7,	367,726	<u>'</u> <u>'</u> _	
Collection Effectiveness	4							L	ــــــــــــــــــــــــــــــــــــــ	J	J — — —	'	I		L			ـ ـ ـ ـ ـ	J							+			!!		
Residential		63.1%	64.5%	62.2%	68.4%	68.6%	67.5%	66.3%	56.1%	60.4%	63.8%	57.4%	57.1%	52.1%	50.9%	6 <u>47.6</u> 9	°+	+			-17.3%	<u>-21</u> .	<u> </u>					0.9%	-13.5%	: :-	. – – - :
Low Income Residential		21.1%	24.5%	21.0%	24.2%	22.5%_	21.9%	22.3%	16.9%	19.2%	18.9%	20.9%	17.8%	15.9%	16.9%	6	<u> </u>	-			-24.4%	<u> </u>	8 <u>%</u>			+	:	5.1%	-7.5%		. – – -
								78.0%	71.4%	74.3%	77.3%	74.6%	70.1%	58.7%	62.3%	6 58.49	6	<u> </u>		'	-22.4%	-18.	4%		. :		1	b.9%	-14.0%		
	4	75.6%	76.3%	77.0%		75.170			02.70/	04.70	00.40/	05 407														7		E CO/	44.407		
Small C&I Medium C&I	d===5=	75.6% 85.6%	76.3% 88.2%	77.0% 88.6%	88.7%	89.0%	86.8%	88.7%	8 <u>2.7%</u>	84.7%	88.1%	86.4%	82.9%	70.0%		6 L74 <u>.3</u> 9	ĕT — — —	1	J	'	-18.2%	<u> -12</u> .	<u> </u>		. I = = =	4	1	5.6%	-11.1%		
Small C&I Medium C&I Large C&I		75.6% 85.6% 89.5%	76.3% 88.2% 92.3%		88.7% 90.8%	89.0% 94.0%	86.8% 88.2%	88.7% 95.0%	82.7% 90.3%	84.7% 88.1%	88.1% 89.3%	86.4% 91.4%	82.9% 86.9%	70.0% 85.5%	77.2%	674.39 686.09	<u></u>	+	J 4		-18.2% -4.5%	6 12.	5%	<u> </u>	. I		1	5.6% 4.0%	-11.1%		: = = = ;

Footnotes (if necessary)
(1) Summed on billing month rather than calendar month.
(2) Dollars allocated to reinstate and pay bad debt have been excluded from these amounts.

Contact information	
Date:	6/27/2020

\$\frac{5}{2}\frac{96}{408}\$ \$\frac{53}{11}\frac{11}{1976}\$ \$\frac{53}{2}\frac{95}{5}\frac{40}{563}\$ \$\frac{52}{5}\frac{881}{5}\frac{59}{5}\$ \$\frac{51}{5}\frac{100}{5}\frac{688}{5}\frac{993}{5}\$ \$\frac{598}{5}\frac{993}{5}\frac{598}{5}\frac{22}{5}\$ \$\frac{54}{5}\frac{992}{5}\frac{53}{2}\frac{1}{5}\frac{83}{2}\frac{99}{5}\frac{68}{5}\frac{993}{5}\frac{1}{5}\frac{992}{5}\frac{1}{5}\frac{53}{2}\frac{5}{5}\frac{1}{5}\fr 30,225,629 19,638,877 12,126,830 6,511,837 3,918,039 3,691,457 3,828,362 5,200,410 11,944,691 24,900,111 32,681,622 26,891,596 2,767,741 1,865,536 1,178,889 668,541 419,426 403,080 423,719 528,196 1,035,848 2,138,073 2,617,301 2,166,552 4,369,166 2,589,125 1,452,411 712,823 436,063 454,178 430,464 577,000 1,437,016 3,499,214 4,590,908 4,217,782 9,05,1667 6,554,544 4,330,039 2,751,643 1,677,653 1,617,803 1,747,227 2,029,118 3,905,915 7,621,224 2,991,37 8,235,337 15,291,681 1,362,795 10,861,356 8,829,242 7,561,847 7,845,442 7,663,018 7,842,603 10,217,514 13,859,532 15,393,601 14,894,344 61,705,885 44,274,878 29,949,525 1 19,294,068 14,013,028 14,006,936 1 14,092,890 16,177,326 128,541,983 52,018,154 65,125,569 1 56,406,213 illed Sales kWh or therms Residential
Low Income Residential
Small C&I
Medium C&I
Large C&I
Total illed Total Revenue \$ Residential Low Income Residential Small C&I

Medium C&I

Large C&I Residential Low Income Residential Residential
Low Income Residential
Small C&I
Medium C&I Revenue (Payments) Received (2) ustomers on Arrearage Mgmt/Forgiveness Pla

GAS

Medium C&I			i			i	i	ı	1		i		ı	1	i		1	1 1		0.0%	0.0%		1 1 1	1) [0.1	0 1	i		1 1
large C&I		'				. – – – *					'					ンソと				0.0%	0.0%	0.0%		+		0		'		. – – – – - :
Total	914	1,040	1,334	1,461	1.463	1,485	1,400	1,338	1,219	1.113	1.049	992	959	947	⊢ − − ₈₇	770 73	9+	+		4.9%	-8.9%	-34.3%			;⊣ – –	(93)	(458)	:		. – – – – -
Customers Disconnected for Non-Payment																	·													
Residential		50	36	134	62	120	153	60				17	15							1400.0%	-100.0%	-100.0%	,;;-			(50)	(36)	;		
Low Income Residential	₃	13		32	13	37	38	35			:	<u>_</u>	$ \frac{1}{2}$							-33,3%	-100.0%	-100.0%		†	1)	(13)	(14)	'	:	. – – – – – 1
Small C&I	19	10				5			10	4	- 6	10	4			- +	+	+		-78.9%	-100.0%	-100.0%			5)	(10)	(1)	;	:	. – – – – – 1
Medium C&I	4	3				₁ _	T	T	¬	2	,					· r	т – – –	T 7		-100.0%	-100.0%	-100.0%		7	4)	(3)	(1)			. – – – – 1
Large C&I		,	,		1	;-										·	·	·		0.0%	0.0%	0.0%		7	<u> </u>	0		,		. – – – – – 1
Total	27	76	52	172	79	163	193	98	11	- 6	- 6	34	21			0	o				-100.0%	-100.0%		1	6)	(76)	(52)			
Customers on Payment Plans																														
Residential	4,871	5,617	6,513	6,784	6,595	6,311	5,977	5,519	4,639	4,496	4,299	4,878	4,677	3,358	2,92	9 7 3,22	от — — —	` T 7		-4.0%	-40.2%	-55.0%		(19	4) ((2,259)	(3,584)	_		. – – – – – 1
Low Income Residential	1,334	1,474	1,843	1,783	1,614	1,627	1,643	1,705	1,554	1,454	1,267	858	767	592	60	6 65	4 I I I I			-42.5%	-59.8%	-67.1%		(5)	7)	(882)	(1,237)			
Small C&I	54	57	68	65	56	46	29	29	40	43	48	46	34	39	8	2 10	8			-37.0%	-31.6%	20.6%			0)	(18)	14			
Medium C&I	10	11	11	15	18	20	20	15	14	16	19	14	13	12	2	1 2	3			30.0%	9.1%	90.9%				1	10			
Large C&I	1	1	'	_ 1	1	1				1	1	1	2	4		2	2			100.0%	300.0%	0.0%		-		3	2	'		
Total	6,270	7,160	8,435	8,648	8,284	8,005	7,669	7,268	6,247	6,010	5,634	5,797	5,493	4,005	3,64	10 4,00	07			-12.4%	-44.1%	-56.8%		(7:	7) ((3,155)	(4,795)			
Current A/R																						_	L L L L _							
Residential	\$24 <u>,</u> 536 <u>,</u> 142	\$16,363,974	\$11,393,203	\$8,401,747	\$5,978,197	\$6,514,759	\$7,000,644	\$7,896,146	\$14,472,878	\$21,135,053	\$26,094,909	\$25,886,538	\$20,420,361	\$18,201,596	\$15,280,69	1 \$7,853,38	8			-16.8%	11.2%	34.1%		(\$4,115,78	0) 1,8	37,622	3,887,488			
Low Income Residential	\$3,493,717	\$1,573,701	\$967,014	\$575,532	\$373,305	\$399,484	\$443,889	\$565,131	\$927,007	\$1,486,557	\$1,961,164	\$1,312,359	\$1,109,048	\$1,009,276	\$801,55	3 \$424,55	8			-68.3%	-35.9%	-17.1%	' ! !	(\$2,384,6	8) (56	4,425)	(165,461)	'	'	'
Small C&I	\$3,663,163	\$ <u>2,</u> 24 <u>4,</u> 71 <u>9</u>	\$ <u>1,</u> 32 <u>5,</u> 30 <u>1</u>	\$857,290	\$648,863	\$685,487	\$697,801	\$806,551	\$1 <u>,8</u> 14 <u>,7</u> 99	\$3,097,114	\$3,727,65 <u>6</u>	\$ <u>3,</u> 74 <u>7,</u> 47 <u>3</u>	\$2,882,196	\$2,416,192	\$1,614,75	8\$799,25	7			-21.3%	7.6%	21.8%	L L L .	(\$780,9	7)1	71,473	289,457		L _	L
Medium C&I	\$4 <u>,</u> 907 <u>,</u> 926	\$ <u>3,</u> 55 <u>1,</u> 60 <u>6</u>	\$ <u>2,</u> 44 <u>6,</u> 53 <u>3</u>	\$1,789,006	\$1,441,078	\$1,324,570	\$1,569,761	\$1, <u>75</u> 7, <u>9</u> 28	\$2 <u>,7</u> 35 <u>,5</u> 96	\$4 <u>,1</u> 42 <u>,7</u> 13	\$4,618,65 <u>6</u>	\$ <u>4,</u> 48 <u>9,</u> 68 <u>6</u>	\$3,703,538	\$3,600,527	\$2,597,68	2 \$1,619,08	6			-24.5%	1.4%	6.2%	+ + .	(\$1,204,3	8)	48,921	151,149	!	!	
Large C&I	\$2,636,702	\$ <u>2,</u> 23 <u>6,</u> 17 <u>6</u>	\$1,531,388	\$1,366,618	\$1,516,664	\$844,734	\$1,203,357	\$1,237,119	\$1,965,837	\$3 <u>,1</u> 92 <u>,9</u> 34	\$3,251,478	\$ <u>2,</u> 63 <u>1,</u> 929	\$2,559,201	\$3,418,983	\$2,162,06	1 \$1,924,96	1	· -		-2.9%	52.9%	41.2%		(\$77,50 (\$8,563,30	1,1	82,807	630,673	:	:	; !
Total	39,237,650	\$2 <u>5,</u> 97 <u>0,</u> 17 <u>6</u>	\$17,663,440	\$12,990,192	\$9,9 <u>58,10</u> 7	\$9,769,034	\$10,915,452	\$12, <u>262,8</u> 75	\$21 <u>,9</u> 16 <u>,1</u> 16	\$33,054,371	\$39,653,862	\$3 <u>8,</u> 067,987	\$30,674,345	\$28,646,574	\$22,456,74	5 \$12,621,25	0			-21.8%	10.3%	27.1%	' ! !	(\$8,563,30	5) \$2,6	7 <u>6,399</u> \$	4,79 <u>3,</u> 30 <u>5</u>	'	'	'
Collection Effectiveness						L	1								L		1						L L L .	4	J					L
Residential		62.1%	57.1%	49.2%	45.6%	40.4%	41.2%	48.2%	42.6%	61.9%	65.0%	56.3%	58.0%	48.1%	46.5	% <u>38.0</u>	^{1%} +	+		-	-22.6%	-18.7%		4	4 ⁻¹	14.0%	-10.7%	!	:	+
Low Income Residential		28.0%	25.2%	29.9%	19.2%	9.7%_	9.0%	10.7%	8.7%	17.1%	13.8%	34.5%	16.9%	13.8%	15.4	% 8.9	^{1%}				-50.8%	-39.0%		4	⁻¹	14.2%	<u>-9.9%</u>			
Small C&I	'.	78.7%	76.6%	73.9%	70.9%	68.1%	67.7%	72.5%	77.6%	84.3%	81.7%	78.7%	73.7%	56.5%	64.5	%53.4	%		'		-28.2%	-15.8%	' ! !	4	2	22.1%	-12.1%	'	'	'
Medium C&I	J .	80.0%	<u>7</u> 8. <u>1%</u>	76.8%	71.9%	71.4%	68.3%	72.0%	67.9%	76.6%	83.4%	79.5%		61.1%	71.2	% <u>63.6</u>	% <u> </u>				-23.6%		L L	+	J¹	18.9%	-6.9%	'	L _	L
		82.4%	83.6%	89.2%	81.2%	87.0%		86.6%	80.1%_	84.6%	85.3%	85.2%		61.4%	84.0	% <u> </u>	%+	+			-25.4%	I — — — 0.6% I — -		+	4 – – ⁻²	21.0%	0.5%	:	. – – :– –	⊨
Total		61.8%	58.0%	52.7%	47.3%	43.6%	41.6%	48.7%	44.4%	61.0%	64.6%	60.0%	58.8%	47.1%	50.:	1% 40.:	1%				-23.8%	-13.6%				-14./%	-7.9%			

Footnotes (if necessary)

(1) Summed on billing month rather than calendar month.

(2) Dollars allocated to reinstate and pay bad debt have been excluded from these amounts.